

CUSTOMER VALUE
PARTNERS

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Schedule
Contract GS-35F-0227P

**Federal Supply Service
Authorized Federal Supply Schedule
Price List 70 – General Purpose
Commercial Information Technology
Equipment, Software and Services**

**SIN 132-51 – Information
Technology (IT) Professional
Services**

Contract Number: GS-35F-0227P

Submitted by:

Customer Value Partners, Inc.

3701 Pender Drive, Suite 200

Fairfax, VA 22030

Phone: (703) 345-9100

Fax: (703) 991-5639

Business Size: **Small Business**

DUNS Number: **11-304-5715**

Internet Address: www.cvpcorp.com

- **FPDS Code D301** IT Facility Operation and Maintenance
- **FPDS Code D302** IT Systems Development Services
- **FPDS Code D306** IT Systems Analysis Services
- **FPDS Code D307** Automated Information Systems Design and Integration Services
- **FPDS Code D308** Programming Services
- **FPDS Code D310** IT Backup and Security Services
- **FPDS Code D311** IT Data Conversion Services
- **FPDS Code D316** IT Network Management Services
- **FPDS Code D399** Other Information Technology Services, Not Elsewhere Classified

Period Covered by Contract:

January 21, 2014 through January 20, 2019

General Services Administration

Management Services Center

Acquisition Division

Authorized Federal Supply Schedule Price List

Pricelist current through Modification PO-0008, dated November 06, 2013.

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The Internet address for GSA Advantage! is <http://www.gsadvantage.gov>. For more information on ordering from Federal Supply Schedules go to Internet address <http://www.gsa.gov/schedules>.



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1. Customer Information

- 1a. Authorized Special Item Numbers (SINs):
 - ***Special Item No. 132-51 Information Technology Professional Services***
- 1b. Lowest priced model number and lowest unit price for that model for each SIN awarded in the contract: ***Not Applicable***
- 1c. Labor category descriptions are provided in Section 2.
2. Maximum order: ***\$1,000,000***
3. Minimum order: ***\$100***
4. Geographic coverage (delivery area): ***Domestic delivery only.***
5. Point(s) of production (city, county, and state or foreign country): ***Not Applicable***
6. Discount from list prices or statement of net price: ***Government prices are net.***
7. Quantity discounts: ***None***
8. Prompt payment terms: ***0% – Net 30 days***
- 9a. Government purchase cards ***are*** accepted below the micropurchase threshold.
- 9b. Government purchase cards ***are*** accepted above the micropurchase threshold.
10. Foreign items (list items by country of origin): ***Not Applicable***
- 11a. Time of delivery: ***As negotiated between Contractor and Ordering Agency***
- 11b. Items available for expedited delivery: ***Not Applicable***
- 11c. Overnight and 2-day delivery: ***Not Applicable***
- 11d. Urgent Requirements: ***Not Applicable***
12. F.O.B. Point: ***Destination***
- 13a. Ordering address:

***Customer Value Partners, Inc.
3701 Pender Drive, Suite 200
Fairfax, VA 22030***

Telephone Number: (703) 345-9100
Fax Number: (703) 991-5639
- 13b. Ordering procedures: ***For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.***
14. Payment address:

***Customer Value Partners, Inc.
3701 Pender Drive, Suite 200
Fairfax, VA 22030***



Telephone Number: (703) 345-9100

Fax Number: (703) 991-5639

15. Warranty provision: ***Not Applicable***
16. Export packing charges: ***Not Applicable***
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): ***None***
18. Terms and conditions of rental, maintenance, and repair: ***Not Applicable***
19. Terms and conditions of installation: ***Not Applicable***
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: ***Not Applicable***
- 20a. Terms and conditions for any other services: ***Not Applicable***
21. List of service and distribution points: ***Not Applicable***
22. List of participating dealers: ***Not Applicable***
23. Preventive maintenance: ***Not Applicable***
- 24a. Special attributes such as environment attributes: ***Not Applicable***
- 24b. Section 508 compliance information: ***Not Applicable***
25. Data Universal Number System (DUNS) number: ***11-304-5715***
26. Customer Value Partners, Inc. ***is registered*** in the System for Award Management (SAM) database.
27. Customer Value Partners, Inc. reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.
 - 1) One year of related work experience is the equivalent of one year of education.
 - 2) One year of education is the equivalent of one year of related work experience.
 - 3) Certification related to the technology is equivalent to two years of the experience/education requirement.

2. Customer Value Partners, Inc. Labor Category Descriptions

Job Title	Minimum/General Experience	Minimum Education
Executive	Twelve (12) years of progressively greater responsibility as a practice, service line, or company executive. Provides executive level oversight for key accounts. Participates on steering committees and attends monthly and quarterly program reviews. Reviews plans and strategies and provides input regarding feasibility, risk, and effectiveness of plans.	Bachelor's degree.
Senior Functional (Subject Matter) Expert / Business Strategist	Twelve (12) years of progressive experience as a business analyst/strategist supporting large information technology projects related to the individual's subject matter expertise. These personnel are often corporate officers, leaders, and directors with many years of experience, and are highly regarded experts in either functional domains (e.g., CRM, marketing, IT Strategy, finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). They all have extensive experience as technical leaders and/or senior Project Managers.	Bachelor's degree.
Senior Program Manager	Twelve (12) years of progressive experience in managing, directing, and implementing information technology projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts.	Bachelor's degree.
Program Manager	Six (6) years of progressive experience in managing, directing, and implementing information technology projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts.	Bachelor's degree.
Senior System Engineer / Technology Strategist	Eight (8) years' experience as a systems engineer and technology strategist. Possesses substantive IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. In-depth experience in developing complex computer system, software and network architectures.	Bachelor's degree.
Senior Database Analyst	Eight (8) years' experience as a data and database analyst. Experienced with data modeling, design techniques and implementation across all phases of the system lifecycle. Skilled in the use of modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques. Supervisory experience in managing and providing direction to engineers, programmers, and analysts.	Bachelor's degree.
Senior Computer Systems Analyst	Eight (8) years' experience as a computer systems analyst. Knowledgeable in systems lifecycle management, structured system development methodologies, information engineering, structured analysis, and/or information systems development or a relevant technical discipline. Progressive experience may include software development, software management, data management, ADP engineering, and enterprise-wide strategic systems planning, business information planning, and business analysis. Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training.	Bachelor's degree.
Functional (Subject Matter) Expert / Business Strategist	Six (6) years of progressive experience as a business analyst/strategist supporting information technology projects related to the individual's subject matter expertise. These personnel may be corporate leaders and directors with many years of experience, and are experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or	Bachelor's degree.

Job Title	Minimum/General Experience	Minimum Education
	technical disciplines (e.g., computer security, network engineering, etc.). They have extensive experience as technical leaders and/or Project Managers.	
Project Manager	Four (4) years' experience as a project manager directing and implementing information technology projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel. PMs are senior personnel who not only have responsibility for managing projects, but also possess strong technical skills.	Bachelor's degree.
Senior Applications Programmer / Web Developer	Six (6) years' experience as an applications programmer and/or web developer. Progressive experience in the full lifecycle of computer programming and/or information systems development for enterprise wide client-server and/or Web systems and applications. Deep knowledge in the relevant programming methodologies, technologies and tools. Experience in supervising teams of programmers, analysts and technicians.	Bachelor's degree.
Database Analyst	Four (4) years' experience as a data and database analyst. Experienced with data modeling, design techniques and implementation across all phases of the system lifecycle. Skilled in the use of modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques.	Bachelor's degree.
Computer Systems Analyst	Four (4) years' experience as a computer systems analyst. Knowledgeable in systems lifecycle management, structured system development methodologies, information engineering, structured analysis, and/or information systems development or a relevant technical discipline. Progressive experience may include software development, ADP engineering, and strategic systems planning, business information planning, and business analysis. Some experience with design techniques or process reengineering, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, and training.	Bachelor's degree.
Systems Engineer / Technology Strategist	Four (4) years' experience as a systems engineer and/or technology strategist. Possesses strong IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. Experience in developing complex computer system, enterprise, software and network architectures.	Bachelor's degree.
Web Designer	Three (3) years' experience as a Web designer. Expertise in developing site wire-frames, templates, page navigation and graphical layouts. Experienced in Web design and development tools, techniques and methodologies.	Bachelor's degree.
Applications Programmer / Web Developer	Three (3) years' experience as an applications programmer and/or Web developer. Progressive experience in computer programming and/or information systems development for large-scale client-server and/or Web applications. Significant expertise in the relevant programming methodologies, technologies and tools.	Bachelor's degree.
Junior Systems Engineer / Technology Strategist	One (1) year experience as a systems engineer and/or technology strategist Possesses knowledge of IT technologies and systems and has some hands-on expertise and/or training in areas of emerging technologies. Experience in developing computer system, software and network architectures.	Bachelor's degree.
Junior Database Analyst	One (1) year experience as a data and database analyst. Some experience with data modeling, design techniques and implementation. Can use modeling tools, database systems and utilities and in all aspects of data migration, replication, backup, recovery and interface techniques.	Bachelor's degree.
Junior Computer Systems Analyst	One (1) year experience as a computer systems analyst. Some experience with structured system development methodologies, information engineering, structured	Bachelor's degree.



Job Title	Minimum/General Experience	Minimum Education
	analysis, and/or information systems development or a relevant technical discipline. Experience may include software development, ADP engineering, business information planning, and business analysis. Some experience with design techniques or process reengineering, including change management, business analysis management and techniques, activity and data modeling, and information systems development methods and practices.	
Junior Applications Programmer / Web Developer	One (1) year experience as an applications programmer and/or Web developer. Some experience in computer programming and/or information systems development for client-server and/or Web applications. Knowledgeable in the relevant technologies and tools.	Bachelor's degree.
Program Support Associate	One (1) year experience as a program support associate. Experience performing a variety of office related duties including filing, copying, delivery, mailing, etc. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, delivery order review, briefings and presentations. Performs analysis, development, and review of program administrative operating procedures.	Associate's degree.
Help Desk Manager	Nine (9) years of progressive experience in the customer service/help desk industry. Provides operations management of help desks, is responsible for quality monitoring, assessment of call reports and customer satisfaction surveys and providing recommendations on corrective action. Responsible for managing shift schedules and staff performance.	High School.
Senior Help Desk Specialist	Seven (7) years of progressive experience in the customer service/help desk industry. Provides phone and in-person support to users. Serves as initial point-of-contact for troubleshooting customer issues.	High School.
Mid Level Help Desk Specialist	Four (4) years of progressive experience in the customer service/help desk industry. Provides phone and in-person support to users. Serves as initial point-of-contact for troubleshooting customer issues.	High School.
Junior Help Desk Specialist	Two (2) years of progressive experience in the customer service/help desk industry. Provides phone and in-person support to users. Serves as initial point-of-contact for troubleshooting customer issues.	High School.



3. Customer Value Partners, Inc. FAS Authorized IT Schedule 70 Pricelist

Labor Category	GSA Price
Executive	\$250.30
Senior Functional Subject Matter Expert / Business Strategist	\$225.28
Senior Program Manager	\$225.28
Program Manager	\$200.25
Senior System Engineer / Technology Strategist	\$175.22
Senior Database Analyst	\$185.23
Senior Computer Systems Analyst	\$160.19
Functional Subject Matter Expert / Business Strategist	\$150.18
Project Manager	\$150.18
Senior Applications Programmer / Web Developer	\$140.17
Database Analyst	\$130.15
Computer Systems Analyst	\$120.14
Systems Engineer / Technology Strategist	\$120.14
Web Designer	\$120.14
Applications Programmer / Web Developer	\$100.12
Junior Systems Engineer / Technology Strategist	\$80.09
Junior Database Analyst	\$75.09
Junior Computer Systems Analyst	\$70.08
Junior Applications Programmer / Web Developer	\$60.07
Program Support Associate	\$45.05
Help Desk Manager	\$91.09
Sr Help Desk Specialist	\$65.01
Mid Help Desk Specialist	\$55.70
Jr Help Desk Specialist	\$38.70